



**WESCAM**

# SONOMA OPERATIONS PLANT SUPPORTING L-3 WESCAM TURRETS IN THE UNITED STATES OF AMERICA.



To provide ongoing maintenance and support for WESCAM's MX-15 family of EO/IR imaging turrets, WESCAM's Sonoma operations plant (WSO) in Santa Rosa CA, USA has been named WESCAM's second North American Service Center. Together, WESCAM has created a repair and service facility that offers defense and security customers a greater level of service support – with direct access to local maintenance facilities, qualified technicians and on-site service. The quick repair-response and turn-around capability created by this center will further reduce the need for out-of-country support.

## **WSO Service Facility:**

The WSO service facility is staffed with highly skilled technicians and engineers to support WESCAM's industry leading EO/IR technology. Their Customer Service Group has a proven track record for developing and providing support services to customers who have high operational availability requirements, including the U.S Coast Guard, United States Army, Canadian Armed Forces, and other U.S domestic, and international customers.

## **WSO Customer Service contact information:**

**Address:**  
428 Aviation Blvd.  
Santa Rosa CA  
95493

**Contact:** Brad Smith  
**Telephone:** 707 568 3000  
**Email:** brad.smith@l-3com.com  
**Website:** www.l-3com.com/seo

WSO recognizes that intelligence is a key component of pre-emptive action in both combat and peacetime operations. Having access to the finest mission equipment on a moments notice enables customers to dominate tactical intelligence - which can ultimately make the difference in mission success. As such, Sonoma's customer service focus is directly related to operability and availability - guaranteeing customers that system operability levels are in accordance with their needs and resources.



# L-3 WESCAM'S TEAM OF SERVICE CENTERS

Designed and manufactured in accordance with our ISO 9001:2000 certified quality system, WESCAM has the facilities, staff and supply chain in place to manufacture and support its imaging line, microwave line, and integrated system solutions for the long term.

In conjunction with the establishment of future Service Centers, WESCAM is investing heavily in:

- Equipment & infrastructure for items as MX loaner systems, spares inventory, test and diagnostic equipment
- An increased service presence to provide local and in-depth support
- A remote modem diagnostic capability and on-line status reporting for immediate customer support

As a result, WESCAM can ensure faster response and repair turn around times, minimum downtime maximum operational availability and increased customer satisfaction.



## WESCAM's Customer Service contact information:

**North America Toll Free:** 1-888-5WESCAM (593-7226)  
**International:** 1-905-633-4175  
**Email:** support.wescam@l-3com.com or spares.wescam@l-3com.com



As the company's installed base of equipment in the government market expands, WESCAM is well positioned to deliver off-shore support service.

The addition of WSO as a WESCAM Service Center brings their off-shore maintenance facility count to eight. Strategically located facilities can be found in:

- Burlington, Ontario Canada
- Santa Rosa, California USA
- Gloucestershire, UK
- Telford, UK
- Donauwörth, Germany
- Aranjuez, Spain
- Rome, Italy
- Tokyo, Japan
- Cairns, Australia



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Upgrades	User Manuals	Operational Training	Post Design Services	Tools & Test Equipment	Integrated Logistics Support
Spare Parts	Service Support	Service Procedures	Maintenance Training	Obsolescence Management	WESCAM Service Centers

